

HOUSE CALL

intercommunity hospital

Vol. 3 No. 2

Intercommunity Hospital

May, 1979

Accreditation! It's Official

Intercommunity Hospital received the maximum two-year accreditation from the Joint Commission on Accreditation of Hospitals (JCAH) in February.

"We feel that the JCAH decision is indicative of the quality of care delivered here and of the concern of the employees, medical staff and Board of Directors," said ICH Administrator Terry Pitts.

"The hospital and medical staff are commended for their good patient care and quality control activities and for efforts to implement previous recommendations," the accompanying report noted.

"The medical staff is very pleased with this validation of its fine work and continuing efforts for improvement through self-evaluation," said retiring Chief of Staff Ronald Rushford. "It is the concerted cooperation of the hospital's administration, Nursing staff, Board of Directors, medical staff and supporting personnel in all departments that made such a strong JCAH accreditation possible."

The accreditation was achieved following a thorough survey of the hospital by a professional team of the JCAH program. The hospital was evaluated on the basis of information gained from questionnaires, other documentation and on-site visits. During visits, the team conferred with professional staff, members of the administration and the Board of Directors.

The JCAH, formed in 1951, is a private, not-for-profit organization whose primary purpose is to promote high quality in the provision of health care and related human services.

New Administrator Is An Old Hand at ICH

When Assistant Administrator Terry Pitts left Intercommunity Hospital in December last year, he didn't plan to return for more than a cup of coffee with old friends.

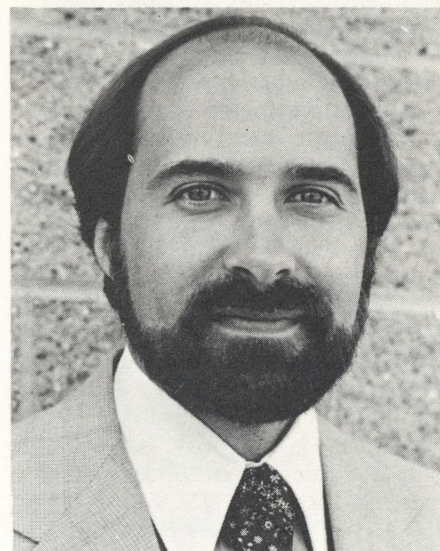
However, when the hospital's Board of Directors accepted Administrator John Thompson's resignation a month later, they asked Pitts to return and pick up the reins as administrator. He agreed.

"One of my first concerns was to give our staff here a little room to breathe and adjust to the change," Pitts said. He conducted open staff meetings beginning at 7:30 a.m. on his first day back at work. "It was important to me that the people I had worked with before and would be working with again, know just how I felt about them and the hospital and what my management style was going to be.

"I think they all know that I believe strongly in participatory management. I don't believe that I or any one person can have all the information necessary to run a complex institution like a hospital. I understand, however, that the responsibility for the decisions are mine."

Pitts, 34, came to Intercommunity in December, 1975, from Monterey County Health Services, where he was an administrative service officer.

He holds an M.B.A. in institutional



Terry Pitts

management, and received his M.P.H. in health services administration from the University of California at Berkeley last year.

"I'm excited about working with the hospital in this new capacity," he said. "I look forward to the challenge of planning growth to meet community needs for quality health care and to demonstrate our concern for cost effectiveness."

He and his wife, Leslie live in Vacaville with his 11-year-old son, Brad. They are expecting another child in October.

MORE PARAMEDICS ARE ON THE WAY

This month Intercommunity will become the base hospital for the first paramedic ambulance service to be established in the Greater Fairfield Area.

The Solano Ambulance Service, recently certified to provide the mobile intensive care paramedic service, is tentatively scheduled to begin operations May 17. The four paramedics will be Bob Cox, supervisor; Jane Emmons, Charles Howell and Mark Edwards. The four will be orientated in the hospital Emergency Department.

This service for Fairfield, Cordelia and Suisun will be the second in Northern Solano County. Intercommunity became the base hospital for the Vacaville Paramedic Program in September of 1977.

COMMENTARY

You Can Help

Too many of us believe rising health care costs are just like the weather -- something that everybody talks about, but nobody can change.

But we can do something about rising health costs if we recognize that we're not just helpless victims of the phenomenon. And what we do will also benefit us personally.

We can all start by taking better care of ourselves. Illness costs money, and hospital care is the most expensive care available. For example, it has been estimated that 24 million persons in the U.S. suffer from hypertension, which is a contributing factor in one-third of premature heart attacks and strokes. Estimated medical care costs for 1975 were \$15.9 billion. That's quite a price tag for a problem that can be controlled with proper diet, exercise and no smoking.

Another illustration of the cost of illness is alcoholism. Statistics suggest that alcohol abuse is the single most expensive health problem in the U.S. today, with an estimated price tag of \$33.6 billion in medical costs in 1975.

Who pays the price? We all do, through insurance premiums and higher hospital costs. It makes sense, in dollars and for health's sake, for us to take better care of ourselves.

May 6 through 12 is National Hospital Week, an excellent time to take a look at your lifestyle and choose healthier habits. As part of the nationwide observance of this week, hospitals across the country are encouraging participation in the Voluntary Effort, a national coalition of hospitals, physicians, health insurers, business and consumer groups, joined together to slow the rate of increase in health care costs. We applaud their efforts.

But the fact remains, whatever is done nationally, that each of us still has the personal responsibility to maintain our own health. Start taking care of yourself today and we'll all share the benefits tomorrow.

New Chief Plans Full Year

BY DR. JOSE CHICARINO-NETTO
CHIEF OF STAFF

I am glad to have the chance to express my ideas and opinions in the *House Call*. I understand that the *House Call* reaches a great number of people in our hospital and members of the Central Solano County Hospital Foundation.

It is a great honor for me to be elected Chief of Staff of Intercommunity Hospital. This friendly environment with lots of congenial people makes me feel comfortable and at home.

If you were to ask me how I am going to do my job as Chief of Staff, it would be easy to answer: I have a good and strong Executive Committee and members of other committees doing their jobs, and I will follow our bylaws. In doing so, I plan to do the best job possible as Chief of Staff, and I hope that we have a smooth, comfortable and productive year.

I intend to work closely with the administration of the hospital and the Board of Directors.

I envision an easy job because we have a responsible staff of eager and hard-working physicians giving their best to our hospital.

Frankly, by recalling what I have seen in other hospitals, not only in California but in other states, we have a unique group of physicians here who are extremely interested in providing the best of medical care for our communities. The members of our medical staff devote an unbelievably large amount of time to our hospital.

It is amazing to see that in 1960 when the old hospital first opened, we had 18 physicians on the medical staff. We now have 70 active and provisional members. This is spectacular, and together with the responsible medical staff members and strong leadership of the Board of Directors, it explains the marvelous success of the hospital.

This is very important to consider. Without the concerned physicians the success would be zero. Without the capable Board of Directors the success would also be zero. So, we have the perfect formula. Let's keep it that way: physicians, administration, and Board of Directors working together for the benefit of our hospital and our communities.



COUNTING THE HOURS

Service award pins for volunteer hours were presented during the Annual Guild Awards Luncheon March 1 at Green Valley Country Club. Administrator Terry Pitts congratulated volunteers who contributed from 100 to 5,000 hours. Recognized for 3,000-5,000 hours were: (seated from left) Charlotte Pressas, Eva Olson, Grace Ledger, (standing) Jean Krause and Evelyn Tomberlin.



Daniel Casey, Respiratory Therapist, programmed the spirometer lung function analyzer for Agnes Fossen at the Health Fair April 5 in the Fairfield Community Center.

THEY BREATHED, GAVE BLOOD FOR GOOD HEALTH IN APRIL

"Ooooh, is that what it looks like?" one Fairfield Health Fair-goer said, catching her first glimpse of the lung on display at the ICH Respiratory Therapy (RT) booth last month.

"No, yours is even bigger. This one belonged to a sheep," Daniel Casey, Intercommunity RT Department Head explained. "Go ahead, squeeze the bag above it and see what it's like when it breathes."

Similar conversations were frequent between hospital RT staff members and many of the approximately 500 people who attended Fairfield and Vacaville Health Fairs two days in April.

The RT staff volunteered to perform free lung capacity tests on Fair participants. Nearly one-third of those who blew into the computerized spirometer for the simple exam produced suspicious findings, Casey said. Of those, about half were serious enough for staff to suggest a follow-up consultation with a physician.

Two categories of lung diseases were evident, he said. The person with obstructive lung disease is unable to get the air out of his or her lungs in a timely fashion. The causes may be a number of things, including asthma or a tumor in the lung. The patient with restrictive lung disease can't breathe in enough volume. Causes could be a bone deformity, pneumonia or a tumor. Most people with lung problems suffer from a combination of the two, Casey said.

"For the number of people we tested, there was a high percentage of cases where lung disease was indicated," he reported. Almost everyone who smoked showed some early indication of airway problems.

"A few people whose test results showed significant lung disease just couldn't believe it; they came back two or three times to have it done over before they could assimilate the fact that they really had a problem.

"We advised a lot of people that it was time to take a close look at their health status and their current life styles," Casey said.

...Ready for '80

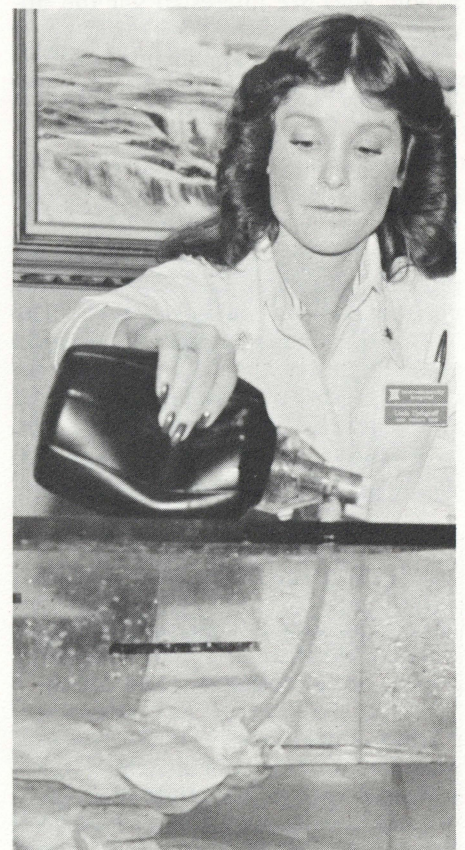
Florence Fisher liked working at the Health Fair so much she's already signed up to volunteer in 1980.

"I think people really appreciated our being there," said the ICH Lab tech who performed finger sticks in the lab test portion of the fair at the Vacaville site.

She was one of seven women from the hospital lab who gave their free time to perform diagnostic tests at the Vacaville and Fairfield sites on April 5 and 7. Also busy at the lab table were Osa Blancaflor, Jackie Corpstein, Susan Meeks, Carmen Lamera and Celitheya Reyes.

Respiratory Therapy staff who donated time to do lung capacity tests included Department Head Dan Casey, Armando Perez, Frank Cable and Linda Updegraff.

The Health Fair was sponsored in the Bay Area by NBC television in conjunction with the American Red Cross and dozens of local agencies. It provided health screenings that would alert participants to the need for medical care.



Inhale, exhale. RT volunteer Linda Updegraff demonstrated the sheep's lung.

KNOW YOUR BENEFITS

The Way To A New Job Is In Lunch Room

Intercommunity's job-posting policy is one that provides benefits for employees who are ready for a change of jobs.

"We always want to select the best person for any opening," said ICH Personnel Coordinator Jan Larsen, "and often that person is already here. They may be working on-call or pulling a night shift, or they may have reached the height of their potential in some department and are ready to try something new."

Intercommunity's system of posting information about openings in the employee Lunch Room exclusively for five consecutive days gives existing staff the first chance at most every job. "We don't want to just rely on word of mouth," Larsen said. "That person working night shift just might not hear about it. We want to make sure that people who are interested get the opportunity."

A very simple application form is available in the Personnel Office for staff who want to go for another position in the hospital.

Chiseled into the hospital's employment policy are the determining factors for hiring: skill, ability, education, training, experience, character and the physical fitness needed for adequate performance in each position. The hospital's strong anti-discrimination policy requires that staff will be recruited, selected, trained, advanced and retained "without regard to age, race, color, creed, sex, religion, national origin or physical handicap."

Mark Marks A First

ICH's Candy Strippers recently welcomed their first male counterpart, junior volunteer Mark Stockbridge, 16, son of Reginald and Ruth Stockbridge. Mark, who is a sophomore at Fairfield High School with a 2.8 grade average, hopes to become a nurse. He performs volunteer duties at the hospital attired in a white shirt, black trousers and distinctive red and white striped vest.



On the job, Alison Esparza and Al Podkin take up administrative responsibilities at ICH.

WHO'S NEW

Administrative Staff Spots Filled

The two new faces on Intercommunity's Administrative staff are familiar ones to ICH employees. Alison Esparza, R.N., who stepped into the Nursing Director spot was formerly head nurse in the Critical/Intensive Care Unit and the Emergency Department. New Assistant Administrator Al Podkin had been a consultant to the hospital for the Commission for Administrative Services in Hospitals (CASH) and had worked with ICH department heads regularly during the past year.

The two, who have been on board in their new positions for a little more than a month, were presented in their new roles to ICH employees in open staff meetings March 29.

Mrs. Esparza graduated from a three-year program at St. Joseph's College of Nursing in San Francisco and completed her B.S.N. degree at Sonoma State College in June, 1977. She had previously been a nursing supervisor in a Vallejo Hospital and

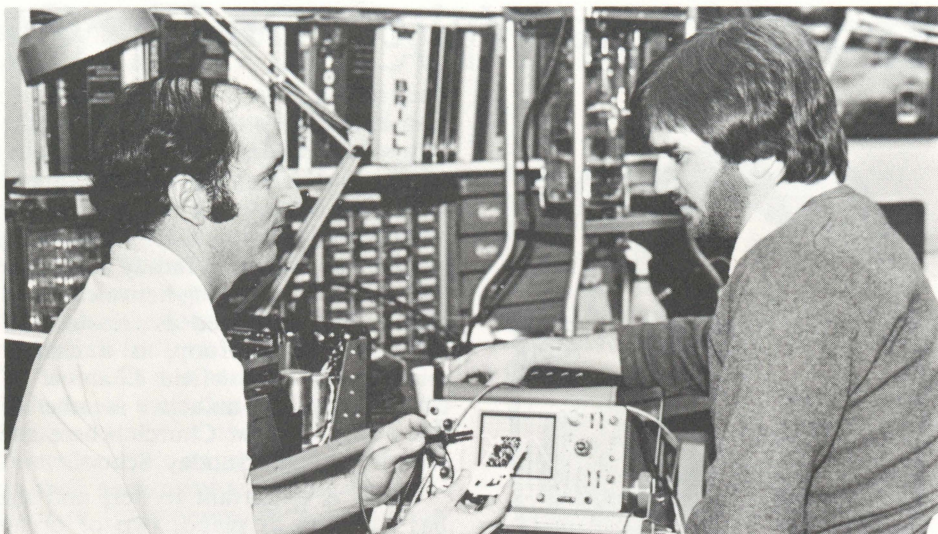
taught coronary care nursing at Solano Community College. A native Vallejoan, Mrs. Esparza lives there with her husband, Stan, and their nine-year-old son, Peter.

Podkin formerly served as the assistant administrator of the 214-bed Santa Rosa Memorial Hospital and administrator of the Air Force hospital at Castle Air Force Base.

He is a member of the American Hospital Association and holds an M.S. degree in medical and hospital administration from the University of Pittsburgh. In 1953 he received his doctor of optometry diploma from Illinois College of Optometry.

Prior to coming to ICH he worked four years with CASH, advising 16 Northern California hospitals in methods for improving the staffing, scheduling and productivity of their departments.

Podkin, his wife Joan, and their two children have lived in Danville since 1975.



Bio-Med Technician Morgan Hall shows apprentice Dave Bertholdi how to check out a cardiac monitor.

“Safety” is the Bio-Med Byword

While Intercommunity staff physicians repair broken bones and patch up patients, Bio-Med Tech Morgan Hall is busy doctoring ailing medical machinery. As Intercommunity's only bio-med technician, Hall is in charge of keeping electronic medical equipment in Surgery, Respiratory Therapy, Intensive Care, Radiology, the Clinical Laboratory and Emergency Room running smoothly and safely.

“I enjoy helping people and I feel like I'm doing them a service,” Hall said. I'm very concerned with the patients' safety, and would never expect a patient to use anything I wouldn't use on myself. I don't cut corners; I like to take the time to make sure everything is safe.”

His duties include maintaining electronic surgical scalpels, fiber-optic lights, electrocardiogram machines, defibrillator and cardiac monitors and infant incubators, to name a few items. He performs quarterly safety inspections on all electronic gear, checking and calibrating the machinery, and ensuring against dangerous electrical leakage.

“State regulations specify that hospital equipment be checked for safety every six months,” Hall said, so I spend a lot of time in ICU and Radiology. I specialized in cardiology monitors and can do some repairs on X-ray equipment.”

Hall has so much to keep up with that the quarterly inspections and repairs for the Clinical Laboratory are done by a bio-med repair service. To help him keep up with his increasing work load, Hall has an apprentice, Dave Bertholdi.

“Ten years ago my job was barely in existence,” says Hall with a grin. “Now hospitals have so much sophisticated equipment that bio-med techs are in great demand. Only five years ago few hospitals had echocardiograms, now they're standard equipment in most hospitals. Electronic technology is moving so rapidly that I never stop studying to keep up with it.” Hall's enthusiasm for his profession began at the age of 13 when he began tinkering with his ham radio set.

He started as an electrician 12 years ago at Mare Island, then moved into electronics, specialized in cardiac monitors, and branched out into X-ray technology and maintenance of surgical equipment. He came to Intercommunity in July, 1977.

He consults with the Nursing staff, presents in-services on the uses of the hospital's electronic equipment and orients new CCU nurses in the operation of cardiac monitors. “I like to be happy where I work, and I enjoy the people here,” Hall said.

“There's always something new in my job. Every day something different comes up, there's a new problem to figure out. I like the variety and constant change.”

When he isn't working at Intercommunity, he's busy at home with a multitude of projects including electronics, rebuilding antique autos and tuning up his motorboat for waterskiing. He also enjoys snow skiing and flying single-engine airplanes.

Plastic Surgeon Brings Brogue to ICH Halls

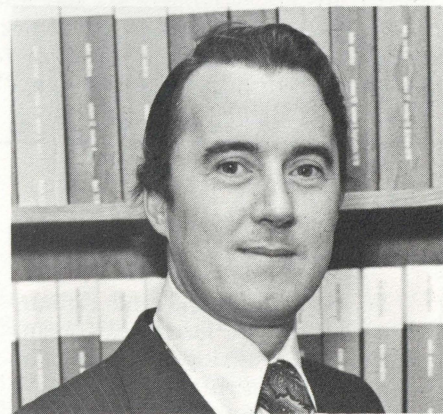
Plastic surgeon Gerard Seery, M.D., tells his patients not to expect to look as good as Betty Ford when the bandages come off.

The former First Lady's open discussion of her operation last year stimulated nationwide interest in cosmetic surgery, said Dr. Seery. But photos and publicity of Mrs. Ford's success may have created misconceptions about how much improvement to expect.

“The results are based on the physical characteristics of the patient, the amount of aging the skin has undergone, the bone structure and the choice of techniques involved in the surgery,” he said.

The challenge of such intricate surgery lured the Dublin-born Irishman away from general surgery ten years ago.

“I get bored a bit easily,” explained Dr. Seery, smiling through his brogue. He took his training in three countries while indulging his penchant for “moving around.” The first stop was England, so he could see what it was like there; then South Africa, “where there is an endless demand for whatever expertise one has,” and finally the United States at Kansas City General Hospital “because I believed the best plastic surgery in the world was being done over here.”



Dr. Gerard Seery

Dr. Seery moved to Yolo County in 1974 and was appointed Director of Plastic Surgery at the University of California at Davis in 1976. After two years he resigned as director to take an assistant professorship and begin a private practice.

(Continued on Page 11)

Energy and Faith Keep Barbara Walters On The Go

It took Barbara Walters a year to build the nerve to roll up her sleeve and give blood in a blood drive where Intercommunity Guild members regularly volunteer their services. "In November 1978 I gave my first pint. I'm still so proud of giving and of wearing my donor's pin," she said.

Barbara places high value on helping others and, she said "I'm getting so that I'm not afraid to tackle anything."

Now, as the president of the hospital's 225-member volunteer organization, she's taking on another venture. "It's a real challenge to learn how to work with 225 different personalities. I sure feel honored that all those people want me to be their President."

"By helping others, I believe we come to better understand ourselves and to grow; we begin to realize what life is all about. I think that many people's problems stem from people being on an 'I' trip all the time. We think too much about ourselves."

"In the Guild we get such satisfaction from working on the hospital floor and seeing the patients' smiles of thanks for the little things we do."

Barbara's night shifts spent working with ICH patients strongly influenced her to continue her education after a 13-year career in real estate. "When I joined the Guild in 1974 I was managing about 300 apartments and houses in the Fairfield-Suisun area." She became a hospital volunteer to add another dimension to her 9-to-5 work life. "I guess I wanted to find self-fulfillment from helping other people."



Barbara Walters

Barbara's volunteer experience convinced her to go back to school for the California Nurse Aid Certificate she earned in 1977. She has continued her college education since then and plans to add her name to the waiting list for entry into the nursing program at Solano Community College, where she is majoring in nursing and psychology.

Barbara is a native of Aberdeen, North Carolina. Her husband, Wade, is a Vacaville police officer who recently completed his B.A. degree in criminology from Sacramento State.

They have a 15-year-old son, Wade Jr., who keeps busy as a member of the Boy Scouts' Order of the Arrow, maintaining an "A" average in school and delivering newspapers.

Barbara's activities reflect an intense involvement with her family and commitment to developing her talents and skills. She has served as treasurer of her son's Scout troop, is a charter member of the Fairfield Chamber of Commerce and is an active member of the Trinity Baptist Church where she formerly taught Sunday School.

Music is important to her, and she has 14 years of piano, two of organ and two of voice lessons to her credit. Spare time at home is spent sewing most of her own clothes, crocheting afghans, raising African Violets, and when time allows, Barbara reads a book a day; novels, mysteries and history preferred.

She holds an A.A. degree from Carolina Business College in Charlotte, N.C. and has a California Real Estate License.

A high energy level and a drive to keep moving are strong factors in Barbara's commitment to Guild activities and her other ambitions.

Her willingness to put her tremendous energy into demanding challenges is influenced by her strong faith, Barbara says. "I think the reason I'm not afraid to take on new things is because I feel there's a power bigger than any person. With faith we can overcome anything."

How Do You Say "Ouch" in Spanish?

Se habla Espanol. And Italian, French, German, Japanese, Korean, Portugese, Tagalog and Flemish.

Intercommunity Hospital's bilingual employees provide translations in each of these languages for patients who come to the Emergency Department or are admitted as in-patients.

A total of 35 staff people are presently signed up to translate, and the list is updated every six months, said Community Services clerk Marilyn Nevells, who compiles the list.



TEEN VOLUNTEERS ELECT

New Candy Stripe officers for 1979 are (from left) Ellen Byer, president; Suzie Burgett, secretary; Clara Aplin, treasurer; and Debbie Horrocks, vice-president (not pictured).

Donors Lent A Hand

Intercommunity Hospital welcomed 14 new members to its Foundation in February. The members, who each donated \$100 or more to the hospital's Building Fund, became voting members of the Foundation.

Additional donations came to the hospital in the form of new pledges and memorials for loved ones in early 1979.

"We offer our heartfelt gratitude to each one of these donors," said Martha Orr, secretary of the ICH Board of Directors. "We appreciate and depend on their generosity and their commitment to Intercommunity's continuing effort to expand and improve hospital services."

NEW PLEDGES

Mr. Robert Wong
Allen Wright, M.D.
Mr. and Mrs. Joseph Perdoni
Carl Bailey, M.D.
Mr. Jose Garcia

NEW FOUNDATION MEMBERS

Mr. Robert Wong
Allen Wright, M.D.
Joseph Perdoni
Rex Rhine
Allan Green, M.D.
R. M. Valeriote, M.D.
Elmer Ceder, D.P.M.
Richard Weinberg
Richard Broschard, M.D.
Frank Rico
Richard Zimmerman, M.D.
Chris Cammisa, M.D.
D. R. Hovde, M.D.
C. K. Kibler, M.D.

MEMORIALS

FOR CANDELARIA N. GARCIA
Mr. and Mrs. James Lopez
Mr. and Mrs. Louis Wallace
Mr. and Mrs. Harry Buckobol
Mr. and Mrs. Joe Thompson
G. Sanchez
California State Health Services

FOR CHARLES T. KELLY
Mr. and Mrs. Herman Freudenberg
Mike Novak
Mr. and Mrs. John Hindman
Dr. William J. Olson
Helen Wong
Ramona Lewis
Maxine Broyles

Ewart Sullivan
Sarah Glenn
Nadyne Stafford
Mr. and Mrs. Harold Edwards
Jack Mossman
Liz Almeida
Madeline Egoal
Mr. and Mrs. Edward Noonan
Jeannie Chapdelain
Carmelian Mattern
Gail Mitchell
Thomas Brumley, M.D.

FOR JOE SHEE LOW
David Low

FOR L. E. "Woody" LEWIS
Emma Ball
Mrs. E. E. Lewis

FOR RAYMOND COBB
Don and Sandy Griffith
Dorothy Griffith
Gerald and Merle Cobb
Edith Kostal
Bill and Thelma Salling
Merlin and Nellie Schwab
Hank and Alora Grudem
Jim and Mary Whitson
Marvin and Doris Carlton
Gladys Cobb
Bob and May Edwards
Bill and Janice Garcia
Marlow and Gladys Jorgensen
George and Gilda Zink
Zora and Opal Stong
Bob and Gerry Lillie
Luther and Margie McGahan
Larry and Barbara Cobb
Don and Barbara Bodiford
Bob and Carolyn Edwards
Dennis and Mary Gray
Bill and Arleen Simpson
Jay and Darlene Griffith
Thelma Edwards
John and Stacy Rogers
Anonymous Matching Gift

FOR WILLIAM HARTSTONE
Frances Walker
Mrs. William Fredkin

FOR BERNARD CARTAN
Hannelore Siebke
Mr. and Mrs. E. Jackson
Mrs. Janet Messner
Alexandra M. King
Ethel and John Stratton
William and Mary Pepetone
Richard and Corrine Deming
Keith Sherman Family

FOR CLIFFORD VAUGHN
William and Martha Orr
Mrs. Don McFadden

He Finally Got To Intercommunity

Dr. Eric Bugna, Intercommunity's newest orthopedic surgeon, came to Fairfield last July from the University of Nebraska to join Ulatis Medical Clinic. He and his wife, Christine, and children, Nicole, 5, and Matthew, 2, have settled in Fairfield, within visiting distance of their families in San Rafael and San Francisco.

Dr. Bugna didn't travel directly to his present location, he took an educational, round-about route into the medical profession. As the son of an auto dealer he followed his inclination to "fiddle around with engines" into the skilled mechanics of orthopedic surgery.



Dr. Eric Bugna

His odyssey as a self-confessed "professional student" began as he entered Seattle University bent on a career in chemical sales and economics. "Coming from a sales-oriented family," Dr. Bugna said, "I had planned to blend chemistry and economics for a career in the chemical industry." However, when he graduated from the first college on his list, Seattle University in 1967, he found "it was not a good year for the chemical industry. But, at any rate, I had become interested in medicine and followed that alternative."

(Continued on Page 11)



Disaster coordinator Dr. Gary Neal triaged incoming "patients" (from left) John Wenger and Linda Summers in the Emergency Room during final stages of the multi-casualty disaster drill.

DISASTER: WHEN THE FIREBALL BLEW ICH CAME THROUGH

Experience is a very hard teacher. She gives us the test first, And then she gives the lesson.

Hospital staff took a gory day's training last month from 16 volunteers made up to look like they'd barely survived a simulated explosion and giant fireball in the county's multi-casualty disaster drill.

Employees from every ICH department and 19 physicians came into work Saturday, April 21, to triage, transport and treat the burned and bloody, made-up patients who came by helicopter and van from the Benicia drill site.

"It turned into a tremendous learning experience for us," said ICH Disaster Response chairperson Nancy Tubbs. "We tested the plan we'd been

developing over the last year, we stressed nearly every department, and we safely received the biggest helicopter we've ever had to bring in to ICH."

Participants were invited to two in hospital critiques to review staff's performance in the drill.

"The internal triage (review for discharge) of our patients was smooth and rapid due to the thought, planning and preparedness that went into our effort and involvement in this drill," Director of Nursing Alison Esparza told staff. "Congratulations, you certainly rose to the occasion."

The critique revealed other successful elements of the drill:

- Good staff and physician turn-out, enthusiasm and cooperation
- Quick evaluation of incoming wounded
- Speedy tagging of patients for identification
- Prompt Lab assessment of blood supplies in-house and calls to other hospitals to determine the availability of additional supplies

Problem areas included a breakdown in the paperwork that helps staff keep track of patients; some staff reported to the wrong places and there was a security breach when staff at the doors were assigned as runners.

"The Disaster Response Committee and departments will review the problems we encountered and begin to change our written plans and retrain our staffs in upcoming weeks," Ms. Tubbs said. "Everybody involved really ought to get a well-deserved pat on the back, too. They have shown the willingness to share and discuss the problems and successes. That makes this type of drill an invaluable training exercise."

The Suggestion Box Talks Back

A note came in signed "Boogie Woogie Employee." It was one of the first employee comments in a new employee suggestion program at ICH called "Direct line Talks Back."

"I think we should not be subjected to K-FOG every day on the radio," the suggestion said. "K-FOG gives me a headache and bradycardia. I think patients and visitors become sluggish with the music..."

The answer came back in a question-answer format in the weekly F.Y.I. bulletin to employees: "Dear Boogie Woogie," the response said, "...Most patients and their visitors and even employees aren't ready for a lot of audio stress. They've got a lot on their minds already. We realize that we can't please everybody. Some would enjoy rock, others classical music. We boogiers will just have to keep boogie'n on our free time. DL" The "DL" signature, short for the employees' "Direct Line" suggestion box, is really Community Services Coordinator Nancy Tubbs.

"Often the employee's idea is put into action, sometimes a suggestion is already in the works, or maybe an employee's idea would be too expensive to implement," Ms. Tubbs said. "In any case, we take every Direct Line communication seriously. Whether or not an idea is workable we know that somebody put effort into sending it to us."

An extra dividend of the new program has been an increase in suggestions. That means that more solutions to problems are being found and more complaints are being aired before they become major problems, Ms. Tubbs said.

"One week we got a complaint about too much cigarette smoke in the employee lunch room; the next week another employee wrote in to suggest a way to solve the problem. Someone was concerned that intravenous (IV) solutions might be being wasted; another reported a leaky faucet.

"We do occasionally get strong personal criticism of an individual or a department, and in those cases the complaint is handled on a more confidential basis. The comments are sent to the department involved for review and possible action, but we don't print the items that could hurt someone in public. That's not our purpose."

"Direct Line Talks Back" seems to be working well so far," Ms. Tubbs said. "On the other hand, if anybody thinks of a way to improve the system, they know where to find the Direct Line suggestion forms in the lunch room."



Pat Webster

Pat Webster Steps Into Assistant Director Spot

Pat Webster, former relief Nursing coordinator, has been selected the assistant director of Nursing. She has worked at Intercommunity for nearly five years on all shifts and in every nursing area in the hospital except the Operating Room.

During her 17-year nursing career she has taught a nurses aide course for Manpower Development in Maine and instructed LVN's in Pennsylvania. She earned nursing certificates in Advanced Life Support, Critical Care and Mobile Intensive Care. Mrs. Webster is a graduate of Altoona Hospital School of Nursing in Pennsylvania.

"Pat is an excellent role model," says Nursing Director Alison Esparza. "She has a lot of enthusiasm and a vision of where nursing is going and what quality patient care should be."

Meet The Planners

Larry Lacy, owner of Med-Trans transportation service in Vacaville, was recently selected as an allied health professional representative to the North Bay Health Systems Agency Governing Body. The regional health planning agency serves Solano, Napa and Sonoma counties.

Another new HSA participant is Solano County Supervisor Jan Hewitt, who was selected to serve on the organization's Governing Board.

The Winners

Jerry Berry displayed the ICH men's basketball "C" League play-offs trophy. The team finished the season with three wins, two losses and narrowly missed winning the title game.

ICH team members were: Captain Jerry Berry, Terry Pitts, Don Elrod, Daniel Casey, Jeff Hogan, Armando Perez, Dr. Lawrence (Spider) Masket, Dr. Robert Blankenship, Kim Kleist Skip Davis, and Dennis Anderson.



ICH Gets New Chief Accountant

Intercommunity's new Chief Accountant Bob Lonjin says the next couple of years will be exciting ones for health-providers due to cost control legislation and the Voluntary Effort (VE) for cost containment. Lonjin left the routine record-keeping practices of private industry 11 years ago to tackle the challenge of accounting in hospitals.

"Financial reporting in the health field is very different from that of private industry. We're dealing with many more variables, using fund accounting systems which are prevalent in governmental and non-profit organizations," Lonjin explained.



Bob Lonjin

The upcoming year will bring changes for the Accounting Department as the hospital passes the 100-bed landmark. "The growth from an under-100-beds facility to a 108-bed hospital invokes a new set of reporting requirements for staff," said Lonjin.

In addition to instructing his staff about the expanded reporting techniques, Lonjin assumes responsibility for the contents of the hospital's general ledger, all accounting statements, handling accounts payable, inventory and statistical statements. This means,

Fund Development Starts Anew

Intercommunity Hospital's approach to fund raising took a fresh new turn last month. It will not be a dramatic, "Big-Push" approach in which the hospital has to raise a certain amount of money for a building project, says ICH Board member Martha Orr.

"With the help of the program's new director, Marilyn Harris, we are expanding into a fund development program. This is a long-term approach which relies on community involvement in the planning and implementation of money-raising projects."

In addition to welcoming fund pledges, the new program will encourage alternative methods of giving to the hospital, such as gifts of real estate, insurance, annuity trusts, memorials and gifts of remembrance. Of course the program will continue to monitor pledges from the previous fund drive, acknowledging the hundreds of people businesses and civic groups whose donations made possible the hospital structure completed in 1977 and the wing to be completed in 1979.

After heading the building fund project in a volunteer capacity for several years, Mrs. Orr said she encouraged the hiring of staff and a professional consultant to initiate a new phase of philanthropy at ICH. Mrs. Harris will be assisted by fund development consultant David Hanaman, who is executive vice president of the Alta Bates (Hospital) Foundation in Berkeley.

"Mrs. Harris brings to this job an intimate knowledge of the hospital where she has been a volunteer for 12 years and served as Guild president in 1977-78", said Mrs. Orr. She was active in the successful campaign by



Marilynn Harris

her husband, Richard "Mack" Harris, for a Solano County Municipal Court Judge seat last year. The couple have lived in Fairfield for 16 years and have two sons, David, 20, and Dan, 14.

for example, tracing the financial information, such as a patient charge, from its entry in the Business Office to the final report which goes to the finance director, who in turn reports to the Board of Directors.

Prior to coming ICH in April, Lonjin was chief accountant at U.C. Medical Center in Sacramento. Although he is new to Intercommunity, Lonjin is no stranger to Fairfield. He served as a cardio-pulmonary tech in the Air Force at Travis AFB from 1958 to 1962.

His wife and 17-year-old son live in Anderson where the family enjoys boating on nearby lakes. He is commuting on weekends until his son finishes the school year and the family can relocate in Fairfield.

Look, Mom, We're On The Map

The Fairfield Chamber of Commerce has put Intercommunity Hospital on the map. The cover of the Chamber's new informational map shows an architect's rendering of the facility as it was completed in 1977.

The maps, showing Fairfield, Suisun, Travis Air Force Base, Cordelia and Green Valley, are available from the Chamber at 1111 Webster Street, Fairfield.



Cement Downpour Follows Close Behind Spring Rains

As soon as heavy spring rains let up, workers poured footings for ICH's 32-bed patient care wing. Installation of underground plumbing and electrical wiring followed. The second construction phase began in February when Intercommunity signed a \$1,264,580 contract with Careage Corporation of Bellevue, Washington. By July the new wing will be framed and probably roofed, said project manager Jim McAlister. The addition is scheduled for completion by November.

...Dr. Seery, Cont.

He recently expanded his practice to include an office in the Ulatis Medical Group in Fairfield and joined the Intercommunity Hospital Medical Staff.

Dr. Seery performs both cosmetic and reconstructive surgery, which includes repairing congenital abnormalities, burns, injuries from accidents or cancer.

The demand for cosmetic surgery has boomed, he said. Ten to 15 years ago it comprised about 20 percent of all plastic surgeries. Now almost 80 percent of these procedures performed are for cosmetic reasons.

Significantly, the population seeking these surgeries has changed too. The number of men seeking cosmetic surgery has doubled in ten years as men have become more concerned with their appearance.

Another new area in the field is micro-surgery, the painstakingly technical implantation of amputated parts. Dr. Seery performs these time-consuming surgeries on a limited basis. They require two surgical teams and may involve 15 hours of poring over tiny blood vessels and nerves, or moving large pieces of tissue, muscle and bone.

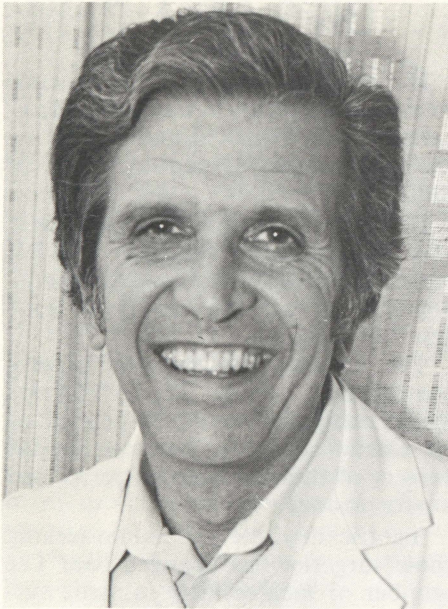
You really have to be on your toes to do any kind of plastic surgery, says Dr. Seery. Everything you do is available for inspection almost immediately, and the results are as plain as the nose on your face.

...Dr. Bugna, Cont.

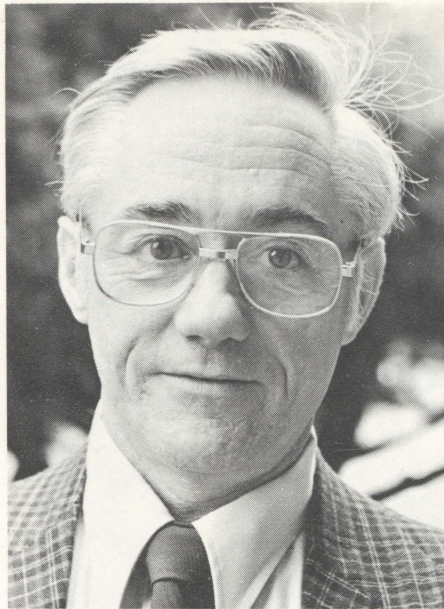
He spent a year studying hospital administration at U.C. Berkeley and recalls it was a "very interesting experience, but taught me that I didn't really want the red tape and hassles involved with being an administrator."

Finally on the road to a medical career, Dr. Bugna enrolled at Creighton University Medical School in Nebraska. Following graduation he completed an internship at Valley Medical Center, Fresno, and returned to Omaha to specialize in orthopedic surgery at the University of Nebraska.

Since coming to Intercommunity, Dr. Bugna has ended his nomadic life to become involved in a busy practice and keeping up a new home.



Dr. Jose Chicarino



Dr. Duncan McIntosh



Dr. Gerald Mahaffey

CHIEF OF STAFF NAMES NEW CHAIRMEN

Dr. Jose Chicarino has been elected Chief of Staff of Intercommunity Hospital's 135-member medical staff. A native Brazilian, Dr. Chicarino has been the director of the ICH Radiology Department since 1977.

He graduated from the University of Brazil in Rio de Janeiro in 1954. He completed his internship in New Orleans at Mercy Hospital and did his residency at St. Joseph's Hospital in Denver. Dr. Chicarino completed a fellowship in special procedures and arteriography at Jackson Memorial Hospital at Miami University in 1974, then spent eight months in Brazilia helping to set up a cardiovascular laboratory for government and private hospitals.

Prior to coming to Intercommunity Hospital, Dr. Chicarino spent two years at Pima County Hospital in Tucson and four years in Davis in private practice and at Davis Community Hospital.

Serving with Dr. Chicarino during the 1979-1980 Medical Staff year will be Chief of Staff-Elect Gerald Mahaffey, M.D., and Secretary-Treasurer Duncan McIntosh, M.D.

Dr. Chicarino has announced his appointment of the following medical staff committee chairmen: Dr. John DiMichele and Dr. William Peniston, co-chairmen, Surgery/Transfusion/Anesthesia/Dental Committee; Dr. Robert Blankenship and Dr. Percy George, co-chairmen, Medical Committee; Dr. John Parkinson and Dr.

James McMahon, co-chairmen, Library/Education/Equipment Committee; Dr. Tracy Johnson, Infection Control Committee; Dr. Richard Lucas and Dr. Parkinson, co-chairmen, Tumor Board; Dr. Larry Hovde, Chairman, Family Practice Committee; Dr. Donovan Shively, chairman, Obstetric Committee; Dr. Harold Helbock, chairman, Pediatrics Committee; Dr. Gary Neal, chairman, Emergency Service/Disaster Committee; Dr. Frank Schnugg and Dr. James Konrad, co-chairmen, Medical Audit/Utilization Committee; Dr. Ronald Rushford, chairman, Credentials/Bylaws/Standardization/Procedures Committee.

Dr. Chicarino will chair the Executive Committee, the Ethics Committee and the Joint Conference Committee.



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House Call

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ADMINISTRATOR

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ASSISTANT ADMINISTRATOR

ALISON ESPARZA
DIRECTOR OF NURSING

NANCY JO TUBBS
COMMUNITY SERVICES COORDINATOR